

DEPARTMENT OF ENVIRONMENTAL QUALITY
Office of Human Resources
FY 2007 Goals

I. ENVIRONMENT

OHRM:

Develop, implement, and maintain customer service oriented resource policies and procedures to provide for the effective recruitment, selection, performance management, training, recognition, classification, compensations and development of departmental employees and support the department employees in the administration and interpretation of those policies and procedures in a consistent, effective and efficient manner.

Measures:

1. Procedures developed.
2. Employee and supervisor feedback.

II. CUSTOMER SERVICE

OHRM

1. Operate as a customer oriented office by focusing on customer service, trust and problem solving through teamwork, interoperability and partnerships with customers.
 - a. Meet on a regular basis with Division Directors, employees and all interested customers to identify department needs.
 - b. Evaluate policies and procedures.
 - c. Improve communications with internal and external customers.
 - d. Make timely decisions.
 - e. In partnership with DEQ, develop operating contract with DHRM.
 - f. Performance plans are developed outlining specific duties and responsibilities focusing on operating principles.
 - g. Utilize Utah job match to provide the qualified applicants for DEQ.

Measures:

1. Procedures developed.
2. External and internal customer feedback.
3. Re-engineering, provides successful, understood transition of class/comp to skill based process.
4. Contract goals established between DEQ and DHRM.
5. Operating principles are displayed and utilized as part of business practice.
6. By 10/06 review current policies to insure compliance with State/Federal requirements.
7. By 10/06 identify policy needs.
8. By 11/06 develop or amend needed policies/procedures.
9. Approved policies/procedures will be disseminated to all DEQ within 30 days of implementation or effective date.
10. Involvement in DHRM policies/procedures and legislation.
11. Adhere to all provision of delegation agreement develop in partnership with DEQ.
12. As requested assist state/local government with committees, training, classification and other HR issues.
13. Receive feedback.
14. OHRM will provide information to employees on a regular basis.
15. Group wise folder update regularly.

III. STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS

OHRM

1. OHRM in partnership with DEQ, revise/review and coordinate state wide DEQ trip reduction program as directed.

Measures:

1. Trip reduction information provided and distributed to employees/customers.
2. Drive alone rates are reduced.
3. Use alternative such as telecommuting, flex schedules, alternative work schedules while maintaining positive customer service base.
4. ECO passes advertised and utilized by employees.

IV. PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS

OHRM

1. In accordance with Utah Code 26A-1-112, promote, provide and coordinate continuous quality based human resource services for local health department and local governments when requested.

Measures:

1. Provide information and requested assistance to local health departments to ensure that local health department positions qualifications are comparable with DEQ within specified mutually agreed to time frames.
2. Customer feedback.

V. EMPLOYEES

OHRM

Promote, provide and coordinate continuous quality-based employee development and training opportunities.

Measures:

1. Course assessments
2. Employee interest
3. Attendance
4. Programs utilized.

Review, revise, assess and develop applicable training programs.

Measures:

1. HRM liability/management training offered yearly.
2. Unlawful Harassment training offered in accordance with rules.
3. Driver Safety training offered quarterly.
4. CPM training advertised on a regular basis.
5. Leadership training advertised and regularly attended.
6. Brown Bag sessions held regularly.
7. Customer feedback.

Provide programs to develop and promote employee well being, involvement and recognition to maximize employee productivity.

Measures:

1. Employee feedback.
2. Programs developed.
3. Programs utilized.
4. Regular meetings held.
5. Benefit information updated and communicated to employees.
6. Liability issues are reduced.
7. Coordinate and maintain ETC for DEQ.

Fair and consistent application of services and programs provided by the Department.

Measures:

1. Review, revise and establish programs to recognize employee contributions.
2. Provide summary of monetary awards to each Division/Office directors regularly.

3. Provide confidential problem resolution and appropriate referral services.
4. Fair, equitable, consistent services will be provided to all employees.
5. Provide service awards annually.
6. Provide greater selection of service awards.
7. Recognize accomplishments of employees through such venues as newsletter, staff meetings, e-mail and other methods of recognition.
8. Operating principles are utilized in conducting business.

Employee personnel files will be maintained in accordance with established guidelines.

Measures:

1. DEQ/DHRM delegation agreement will be negotiated and followed.
2. Maintain confidentiality of materials in personnel files in accordance with State/Federal rules.
3. New employee files will be developed within two weeks of new employee orientation.
4. Physical security will be maintained in accordance with applicable State and federal requirements.
5. Conduct annual assessment of employee personnel information located in the personnel file and on the employee history cards.
6. Provide information to employee and assist them to understand the process.
7. Continue to provide support in all DHRM sponsored programs.
8. Atlas files organized and maintained. Files provided to customers in a timely manner and consistent with GRAMA.